

VIRTUAL VISIT TIP SHEET

A few things that will help patients prepare for upcoming Virtual Visit

If **patients** are having technical difficulties with virtual visit, they should call:

Allina Virtual Visit Support Line at 612-262-3087 or 1-800-986-9758

1. Make sure Allina MyChart is active.
2. Virtual Visits are most effective when using your Smart device such as a cell phone or tablet. Please have **Wi-Fi on**, NOT cellular. Ok to try Bluetooth, but if the connection is not working then have a backup using a wire.

Please download the Allina Health app on your Smart device.

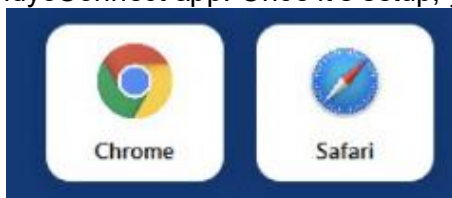


Allina Health account
Allina Health System

IPHONE/IPAD USERS; Ensure **iOS is 13.7 or higher**. Settings > General > Software Update. If not update.

3. When it is their appointment time, **they will login to their MyChart**, click on Appointments and Virtual visits and click on the **Green video icon** and click "**BEGIN VISIT**". This will arrive the patient and provider will see they are ready for virtual visit and will connect shortly.
 - When using your phone, position it vertically not horizontally.
 - Ok to have guest but center the phone on the patient.

If browser not supported, download one of these recommended browsers in the 1st pic below. Or download the VidyoConnect app. Once it's setup, you can return to your visit via appointment link in the Allina Health app.



4. Laptops may also be used but you must use the newest versions of Internet Explorer or Microsoft Edge as your Internet browser during the visit.
 - Your device should have a camera, microphone and speaker.
 - During the visit you should close all other streaming apps on your device.
5. Find a safe, private space to conduct your visit - you cannot be driving during the visit.

You can join the Virtual Visit up to **30 minutes prior** to the scheduled appointment time. Although our providers will do their best to connect to the visit at the scheduled start time of your appointment, please be patient and wait for them to connect as they may be running a few minutes behind. Your link will stay effective up to 1 hour past your appointment time.